

119TH CONGRESS
2D SESSION

H. R. 10245

To direct the Secretary of Health and Human Services to convene a panel to issue recommendations relating to the training requirements and protocols for 9–1–1 dispatchers, and for other purposes.

IN THE HOUSE OF REPRESENTATIVES

SEPTEMBER 3, 2026

Ms. BALINT (for herself, Ms. MATSUI, Mrs. TRAHAN, Mr. SMITH of Washington, Ms. MCCLELLAN, Ms. BARRAGÁN, and Ms. NORTON) introduced the following bill; which was referred to the Committee on Energy and Commerce

A BILL

To direct the Secretary of Health and Human Services to convene a panel to issue recommendations relating to the training requirements and protocols for 9–1–1 dispatchers, and for other purposes.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “9–8–8 and 9–1–1 Inte-
5 gration Act”.

1 **SEC. 2. INCIDENT REPORTING.**

2 (a) ESTABLISHMENT OF PANEL.—The Secretary of
3 Health and Human Services (referred to in this section
4 as the “Secretary”), in consultation with the Attorney
5 General, shall convene a panel (referred to in this section
6 as the “panel”) to issue recommendations relating to the
7 training requirements and protocols for 9–1–1 dis-
8 patchers.

9 (b) PURPOSE OF RECOMMENDATIONS.—The purpose
10 of the recommendations to be issued under subsection (a)
11 shall be to ensure that 9–1–1 dispatchers respond appro-
12 priately to individuals experiencing a behavioral health cri-
13 sis based on the characteristics of the incident and the
14 needs of the caller.

15 (c) MEMBERSHIP.—

16 (1) APPOINTMENT.—The panel shall be com-
17 posed of members to be appointed by the Secretary
18 and shall include—

19 (A) psychiatrists;

20 (B) paramedics and other emergency med-
21 ical services personnel;

22 (C) law enforcement officers and 9–1–1
23 dispatchers;

24 (D) representatives from each segment of
25 the crisis response continuum, including 9–8–8
26 dispatchers;

1 (E) members of underserved communities;

2 (F) representatives of Tribes or Tribal or-
3 ganizations;

4 (G) individuals with experience treating in-
5 dividuals with serious mental illness or post-
6 traumatic stress disorder, including veterans
7 and servicemembers; and

8 (H) such other individuals as the Secretary
9 determines appropriate.

10 (2) TERMS.—The Secretary shall appoint the
11 members of the panel to serve staggered 5-year
12 terms.

13 (d) RECOMMENDATIONS.—

14 (1) CONSIDERATIONS.—In making rec-
15 ommendations under subsection (a), the panel shall
16 consider—

17 (A) connecting 9–1–1 callers to crisis care
18 services instead of responding with law enforce-
19 ment officers;

20 (B) integrating the 9–8–8 system into the
21 9–1–1 system, or transferring calls from the 9–
22 1–1 system to the 9–8–8 system as appropriate;

23 (C) a process for—

24 (i) identifying 9–1–1 callers who may
25 be experiencing psychiatric symptoms or a

1 mental health crisis, substance use crisis,
2 or co-occurring crisis; and

3 (ii) evaluating the level of need of
4 such callers, as defined by relevant, stand-
5 ardized assessment tools such as the Level
6 of Care Utilization System (LOCUS), the
7 Child and Adolescent Level of Care Utili-
8 zation System (CALOCUS), and the
9 American Society of Addiction Medicine
10 (ASAM) Criteria; and

11 (D) establishing training, staffing, and
12 protocol requirements, including the measures
13 described in paragraph (2), to ensure that 9–1–
14 1 and 9–8–8 dispatch personnel are equipped to
15 respond appropriately to the individuals re-
16 ferred to in subparagraphs (E) through (H) of
17 subsection (c)(1).

18 (2) MEASURES TO MEET THE NEEDS OF CER-
19 TAIN 9–1–1 CALLERS.—The measures referred to in
20 paragraph (1)(D) include—

21 (A) training of dispatch personnel on cul-
22 tural competency, implicit bias, and evidence-
23 based best practices for individuals experiencing
24 a behavioral or mental health crisis; and

(B) procedures designed to recruit, retain, or designate as dispatch personnel those individuals that have specialized training or demonstrated experience in—

(i) serving rural or medically underserved communities; or

(ii) serving individuals with serious mental illness or post-traumatic stress disorder.

(3) COORDINATION WITH SAMHSA.—In developing recommendations under paragraph (1), the panel shall coordinate with the Assistant Secretary for Mental Health and Substance Use for the purpose of ensuring consistency across Federal behavioral health crisis response systems, including alignment of—

(A) the training and protocol requirements for 9–1–1 dispatchers; and

(B) the development of guidance, training standards, and best practices issued by the Substance Abuse and Mental Health Services Administration for the 9–8–8 Suicide and Crisis Lifeline.

1 (4) UPDATES.—The panel shall update rec-
2 ommendations issued under subsection (a) not less
3 frequently than once every 5 years.

4 (e) DATA COLLECTION AND REPORTING STAND-
5 ARDS.—

6 (1) IN GENERAL.—The panel shall develop data
7 collection and reporting standards for use by the
8 Secretary in collecting and assessing outcomes for
9 individuals who contact 9–1–1 or 9–8–8 systems, in-
10 cluding—

11 (A) the extent to which callers are success-
12 fully connected to crisis care services;

13 (B) the frequency of law enforcement in-
14 volvement in such responses; and

15 (C) any disparities in response times, re-
16 ferrals, or outcomes compared to the general
17 population or between different types of popu-
18 lations.

19 (2) PRIVACY.—In developing the standards
20 under paragraph (1), the panel shall ensure that
21 data is collected in a manner that protects caller pri-
22 vacy and confidentiality.

23 (3) COORDINATION.—In developing the stand-
24 ards under paragraph (1), the panel shall coordinate

1 with entities participating in the National 911 Pro-
2 gram, including—

3 (A) the National Highway Traffic Safety
4 Administration;

5 (B) the Federal Communications Commis-
6 sion;

7 (C) the Cybersecurity and Infrastructure
8 Security Agency;

9 (D) the National Telecommunications and
10 Information Administration; and

11 (E) State and local agencies operating 9–
12 1–1 call centers.

13 (f) REPORTS TO CONGRESS.—On the date of issuance
14 of recommendations under subsection (a), and on the date
15 of issuance of each update of such recommendations, the
16 panel shall submit to Congress a report containing the
17 finding and recommendations of the panel.

18 (g) NONAPPLICABILITY OF TERMINATION PROVI-
19 SION.—Section 1013(a)(2) of title 5, United States Code
20 (relating to the termination of advisory committees), shall
21 not apply to the Commission.

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